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To: U.S. Patent and Trademark Office – From: Christian R. Andersen  
MAIL STOP: Amendment Specialist – Intellectual Property  
Examiner: Gerald GAUTHIER  
Group Art Unit: 2645  
Confirmation No.: 5046

Fax: 571-273-8300 Pages  
with 22  
Cover:

## FORMAL SUBMISSION OF:

- 1) Petition for Two (2) Month Extension of Time; and 2) Amendment.

Title: APPARATUS AND METHOD FOR VISUALLY REPRESENTING BEHAVIOR  
OF A USER OF AN AUTOMATED RESPONSE SYSTEM  
Serial No. 10/090,579  
Filing Date: March 4, 2002  
First Named Inventor: Patrick PETERSON  
Atty. No. 01-4004 RCE 1  
Customer Number: 32127

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

  
Christian R. Andersen

Date of Transmission: September 22, 2005

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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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SEP 22 2005

In re: Patrick PETERSON et al. Confirmation No.: 5046  
Appl. No.: 10/090,579  
Filed: March 4, 2002  
Group Art Unit: 2645  
Examiner: Gerald GAUTHIER  
For: APPARATUS AND METHOD FOR VISUALLY REPRESENTING  
BEHAVIOR OF A USER OF AN AUTOMATED RESPONSE SYSTEM

Docket No.: 01-4004C RCE 1  
Customer No.: 32127

September 22, 2005

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

## AMENDMENT

Sir:

In response to the Official Action dated April 22, 2005, please amend the above-identified patent application as follows:

**Amendments to the Claims** are set forth in the listing of claims beginning on page 2 of this paper.

**Remarks** begin on page 12 of this paper.